

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name
220012	CAPE COD HOSPITAL
220020	SAINT ANNE'S HOSPITAL
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL
220060	JORDAN HOSPITAL INC
220071	MASSACHUSETTS GENERAL HOSPITAL
220073	MORTON HOSPITAL
220074	SOUTHCOAST HOSPITAL GROUP, INC
220086	BETH ISRAEL DEACONESS MEDICAL CENTER
220100	SOUTH SHORE HOSPITAL
220110	BRIGHAM AND WOMEN'S HOSPITAL
220111	GOOD SAMARITAN MEDICAL CENTER
220116	TUFTS MEDICAL CENTER
220135	FALMOUTH HOSPITAL
410006	NEWPORT HOSPITAL
410007	RHODE ISLAND HOSPITAL

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.

79%

82%

76%

73%

79%

74%

76%

78%

79%

81%

75%

79%

77%

81%

73%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Always" communicated well.

81%

79%

73%

79%

80%

78%

78%

79%

79%

81%

77%

80%

79%

79%

76%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.

62%

67%

62%

57%

63%

58%

58%

60%

67%

68%

56%

61%

63%

67%

57%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Always" well controlled.

72%

70%

69%

71%

71%

70%

70%

70%

69%

74%

68%

68%

71%

72%

65%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

61%

65%

61%

59%

63%

60%

58%

64%

64%

63%

59%

61%

59%

60%

56%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.

76%

79%

63%

61%

70%

69%

70%

71%

71%

70%

68%

71%

75%

79%

68%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.

50%

56%

45%

47%

47%

48%

49%

50%

49%

55%

49%

55%

46%

56%

46%



# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.

83%

88%

86%

83%

88%

85%

86%

88%

89%

86%

85%

87%

86%

83%

84%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0  
(lowest) to 10 (highest).

76%

66%

61%

60%

79%

49%

62%

74%

69%

80%

63%

71%

69%

74%

61%

# SHG\_HCAHPS\_Compare

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.

81%

71%

63%

67%

89%

51%

65%

80%

74%

87%

64%

76%

75%

78%

67%